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CLAIM AMENDMENTS

IN THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Claims 1-32 (Canceled).

33. (Previously Presented) A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system, a request for voice-based communication from a communication device of a calling party, wherein the request for voice-based communication requests commencement of a telephone call between the communication device of the calling party and a communication device of a called party;

automatically evaluating, by the mediation system, contextual information associated with the telephone call, in response to receiving the request for voice-based communication;

automatically preparing, by the mediation system, a list of follow-through options, based on the contextual information;

automatically transmitting a message from the mediation system to the communication device of the called party, wherein the message includes the list of follow-through options to be displayed on the communication device of the called party for selection by the called party;

receiving, by the mediation system, a response from the communication device of the called party, wherein the response identifies one of the follow-through options as having been selected by the called party; and

facilitating a mediated follow-through operation based on the selected one of the follow-through options.

Claim 34 (Canceled).

35. (Previously Presented) The method of claim 33, further comprising:

updating a data set in a mediation subscriber profile for the called party in response to receiving the response identifying the selected one of the follow-through options.

Claim 36 (Canceled).

37. (Previously Presented) The method of claim 35, wherein the operation of updating the data set comprises:

archiving identifying information of the calling party;

archiving an availability status of the called party during a mediation process for the request for voice-based communication; and

archiving information about the follow-through option selected by the called party during the mediation process.

38. (Previously Presented) The method of claim 33, wherein the operation of evaluating the contextual information comprises:

determining a present availability status for the called party.

Claim 39 (Canceled).

40. (Previously Presented) The method of claim 33, further comprising:

determining an availability status for the calling party.

Claim 41 (Canceled).

42. (Previously Presented) The method of claim 94, wherein the operation of automatically preparing a list of follow-through actions comprises:

automatically analyzing a profile for the user, in response to receiving the communication request; and

preparing the list of follow-through actions, based on the profile for the user.

43. (Previously Presented) The method of claim 94, further comprising:

automatically determining a present availability status for the user, in response to receiving the communication request from the communication device of the user.

Claims 44-70 (Canceled).

71. (Previously Presented) The method of claim 33, wherein:

the selected follow-through action comprises an option to automatically notify the calling party that the called party plans to call the calling party back later; and

the operation of facilitating a mediated follow-through operation based on the selected one of the follow-through options comprises automatically notifying the calling party that the called party plans to call the calling party back later.

72. (Previously Presented) The method of claim 71, further comprising:

after notifying the calling party that the called party plans to call the calling party back later, receiving, by the mediation system, a communication request from the communication device of the called party;

automatically preparing, by the mediation system, a list of follow-through actions, in response to the communication request;

transmitting a text-based message from the mediation system to the communication device of the called party, such that the text-based message causes the communication device of the called party to display the list of follow-through actions for selection by the called party;

receiving, by the mediation system, a response from the communication device of the called party, wherein the response identifies one of the follow-through actions as having been selected by the called party; and

automatically facilitating the selected follow-through action, in response to receiving the response from the communication device of the called party.

73. (Previously Presented) The method of claim 72, wherein:

the selected follow-through action comprises an option to return a call; and

the operation of automatically facilitating the selected follow-through action comprises:

automatically calling the communication device of a the calling party on behalf of the called party, in response to receiving the response from the communication device of the called party;

automatically determining a present availability status of the calling party by interacting with the calling party; and

automatically connecting the communication device of the called party and the communication device of the calling party, to facilitate communication between the called party and the calling party, wherein the mediation system connects the communication device of the called party and the communication device of the calling party only after the mediation system interacts with the calling party and determines that the calling party is available.

74. (Previously Presented) The method of claim 33, further comprising:

automatically preparing a communication summary in response to receiving the request for voice-based communication from the communication device of the calling party, wherein the communication summary includes identifying information for the calling party; and

transmitting the communication summary from the mediation system to the communication device of the called party.

75. (Previously Presented) The method of claim 74, wherein the communication summary sent to the communication device of the called party comprises information about previous attempts by the calling party to call the called party.

76. (Previously Presented) The method of claim 33, further comprising:

tracking responses from the called party to multiple communication requests, to identify a recurring response from the called party; and

automatically handling a subsequent telephone call to the communication device of the called party on behalf of the called party, in accordance with the recurring response, without receiving input from the called party pertaining to the subsequent call.

77. (Previously Presented) The method of claim 33, further comprising:

receiving input from the called party specifying a default option for mediating incoming calls for the called party; and

automatically mediating an incoming call to the communication device of the called party on behalf of the called party, in accordance with the default option, without receiving input from the called party pertaining specifically to that incoming call.

78. (Previously Presented) The method of claim 77, wherein the operation of automatically mediating an incoming call in accordance with the default option comprises:

automatically providing instructions to a person that originated the incoming call, wherein the instructions pertain to leaving voice mail for the called party.

79. (Previously Presented) The method of claim 77, wherein the operation of automatically mediating an incoming calls in accordance with the default option comprises:

automatically mediating the incoming call in accordance with a behavior-specific follow-through action.

80. (Previously Presented) The method of claim 77, wherein the operation of automatically mediating an incoming call in accordance with the default option comprises:

automatically interacting with a person that originated the incoming call, on behalf of the called party, to schedule a follow-up call.

81. (Previously Presented) A program product for facilitating mediated virtual communication, the program product comprising:

a computer-usable medium; and

computer instructions encoded in the computer-usable medium, wherein the computer instructions, when executed by a processor in a computer system, provide a mediation system that performs operations comprising:

receiving a request for voice-based communication from a communication device of a calling party, wherein the request for voice-based communication requests commencement of a telephone call between the communication device of the calling party and a communication device of a called party;

automatically evaluating contextual information associated with the telephone call, in response to receiving the request for voice-based communication;

automatically preparing a list of follow-through options, based on the contextual information;

automatically transmitting a message from the mediation system to the communication device of the called party, wherein the message includes the list of follow-through options to be displayed on the communication device of the called party for selection by the called party;

receiving a response from the communication device of the called party, wherein the response identifies one of the follow-through options as having been selected by the called party; and

facilitating a mediated follow-through operation based on the selected one of the follow-through options.

82. (Previously Presented) A program product according to claim 81, wherein:

the selected follow-through action comprises an option to automatically notify the calling party that the called party plans to call the calling party back later; and

the operation of facilitating a mediated follow-through operation based on the selected one of the follow-through options comprises automatically notifying the calling party that the called party plans to call the calling party back later.

83. (Previously Presented) A program product according to claim 82, wherein the operations performed by the computer instructions further comprise:

after notifying the calling party that the called party plans to call the calling party back later, receiving a communication request from the communication device of the called party;

automatically preparing a list of follow-through actions, in response to the communication request;

transmitting a text-based message from the mediation system to the communication device of the called party, such that the text-based message causes the communication device of the called party to display the list of follow-through actions for selection by the called party;

receiving a response from the communication device of the called party, wherein the response identifies one of the follow-through actions as having been selected by the called party; and

automatically facilitating the selected follow-through action, in response to receiving the response from the communication device of the called party.

84. (Previously Presented) A program product according to claim 83, wherein:

the selected follow-through action comprises an option to return a call; and

the operation of automatically facilitating the selected follow-through action comprises:

automatically calling the communication device of a the calling party on behalf of the called party, in response to receiving the response from the communication device of the called party;

automatically determining a present availability status of the calling party, based on interactions between the calling party and the mediation system; and

automatically connecting the communication device of the called party and the communication device of the calling party, to facilitate communication between the called party and the calling party, wherein the mediation system connects the communication device of the called party and the communication device of the calling party only after the mediation system interacts with the calling party and determines that the calling party is available.

85. (Previously Presented) A program product according to claim 81, wherein the operations performed by the computer instructions further comprise:

automatically preparing a communication summary in response to receiving the request for voice-based communication from the communication device of the calling party, wherein the communication summary includes identifying information for the calling party; and

transmitting the communication summary from the mediation system to the communication device of the called party.

86. (Previously Presented) A program product according to claim 85, wherein the communication summary sent to the communication device of the called party comprises information about previous attempts by the calling party to call the called party.

87. (Previously Presented) A program product according to claim 81, wherein the operations performed by the computer instructions further comprise:

tracking responses from the called party to multiple communication requests, to identify a recurring response from the called party; and

automatically handling a subsequent telephone call to the communication device of the called party on behalf of the called party, in accordance with the recurring response, without receiving input from the called party pertaining to the subsequent call.

88. (Previously Presented) A program product according to claim 81, wherein the operations performed by the computer instructions further comprise:

receiving input from the called party specifying a default option for mediating incoming calls for the called party; and

automatically mediating an incoming call to the communication device of the called party on behalf of the called party, in accordance with the default option, without receiving input from the called party pertaining specifically to that incoming call.

89. (Previously Presented) A program product according to claim 88, wherein the operation of automatically mediating an incoming call in accordance with the default option comprises:

automatically providing instructions to a person that originated the incoming call, wherein the instructions pertain to leaving voice mail for the called party.

90. (Previously Presented) A program product according to claim 88, wherein the operation of automatically mediating an incoming call in accordance with the default option comprises:

automatically mediating the incoming call in accordance with a behavior-specific follow-through action.

91. (Previously Presented) A program product according to claim 88, wherein the operation of automatically mediating an incoming call in accordance with the default option comprises:

automatically interacting with a person that originated the incoming call, on behalf of the called party, to schedule a follow-up call.

92. (Previously Presented) A program product for facilitating mediated virtual communication, comprising:

a computer-usable medium; and

computer instructions encoded in the computer-usable medium, wherein the computer instructions, when executed by a processor in a computer system, provide a mediation system that performs operations comprising:

receiving a communication request from a communication device of a user;

automatically preparing a list of follow-through actions, in response to the communication request;

transmitting a text-based message from the mediation system to the communication device of the user, such that the text-based message causes the communication device to display the list of follow-through actions for selection by the user, wherein the list of follow-through actions comprises an option to return a call;

receiving a response from the communication device of the user, wherein the response identifies the option to return a call as having been selected by the user; and

automatically facilitating the selected follow-through action, in response to receiving the response from the communication device of the user, by:

automatically calling a communication device of a second person on behalf of the user, in response to receiving the response from the communication device of the user;

automatically determining a present availability status of the second person by interacting with the second person on behalf of the user; and

in response to determining that the second person is available, automatically connecting the communication device of the user and the communication device of the second person, to facilitate communication between the user and the second person, wherein the mediation system connects the communication device of the user and the communication device of the second person only after the mediation system interacts with the second person and determines that the second person is available.

93. (Previously Presented) A program product according to claim 92, wherein the operation of receiving a response from the communication device of the user comprises:

receiving a text-based response from the communication device of the user, wherein the text-based response identifies the selected follow-through action.

94. (Previously Presented) A method for facilitating mediated virtual communication, comprising:

receiving, by a mediation system, a communication request from a communication device of a user;

automatically preparing, by the mediation system, a list of follow-through actions, in response to the communication request;

transmitting a text-based message from the mediation system to the communication device of the user, such that the text-based message causes the communication device to display the list of follow-through actions for selection by the user, wherein the list of follow-through actions comprises an option to return a call;

receiving, by the mediation system, a response from the communication device of the user, wherein the response identifies the option to return a call as having been selected by the user; and

automatically facilitating the selected follow-through action, in response to receiving the response from the communication device of the user, by:

automatically calling a communication device of a second person on behalf of the user, in response to receiving the response from the communication device of the user;

automatically determining a present availability status of the second person by interacting with the second person on behalf of the user; and

in response to determining that the second person is available, automatically connecting the communication device of the user and the communication device of the second person, to facilitate communication between the user and the second person, wherein the mediation system connects the communication device of the user and the communication device of the second person only after the mediation system interacts with the second person and determines that the second person is available.

95. (Previously Presented) The method of claim 94, wherein the operation of receiving the response from the communication device of the user comprises:

receiving, by the mediation system, a text-based response from the communication device of the user, wherein the text-based response identifies the selected follow-through action.